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## 100-140 Dump - Exam Topics 100-140 Pdf

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q523-Q528):

### NEW QUESTION # 523

A user reports that their wireless mouse intermittently disconnects from their laptop. What should the technician suggest first to troubleshoot this issue?

- A. Replace the wireless mouse with a wired one
- B. **Check and replace the batteries in the wireless mouse**
- C. Reinstall the operating system on the laptop
- D. Upgrade the wireless mouse to a newer model

**Answer: B**

Explanation:

Correct Answer. B. Check and replace the batteries in the wireless mouse. Wireless mice often disconnect due to low battery power, making this the first and simplest thing to check and fix.

Option A is incorrect. Replacing a wireless mouse with a wired one does not address the root cause of the connectivity issue.

Option C is incorrect. Reinstalling the operating system is an excessive measure for a device connectivity issue.

Option D is incorrect. Upgrading the mouse is unnecessary without first checking simpler solutions like battery replacement.

**NEW QUESTION # 524**

A user is troubleshooting a persistent issue with their email application on macOS and wants to view related error messages that occurred during its use.

Which method should the IT support technician recommend for locating these specific logs in the Console app?

- A. Review the "User Reports" for manually submitted logs
- **B. Use the search function in Console to filter for the email application's name**
- C. Navigate to the "Network Activity" to view connectivity logs
- D. Open the "Email Errors" section under the "Library" logs

**Answer: B**

Explanation:

Correct Answer. B. Use the search function in Console to filter for the email application's name.

Using the search function in the Console app allows the user to efficiently filter logs for specific terms, such as the name of the email application. This method quickly isolates relevant error messages or warnings associated with the app, aiding in diagnosing the issue.

Option A is incorrect because there is no dedicated "Email Errors" section under "Library" logs in the Console app.

Option C is incorrect because "Network Activity" focuses on network-related events and not on specific application errors.

Option D is incorrect because "User Reports" typically involves logs that are manually generated for specific incidents and may not contain automatic log entries for application errors.

**NEW QUESTION # 525**

An IT support technician is configuring multifactor authentication (MFA) for a secure application.

The organization wants to use an authenticator app that generates time-based one-time passwords (TOTPs). Which of the following aspects should the technician emphasize as the most secure practice when deploying this MFA method?

- **A. Advising users to store backup codes in a secure but accessible location**
- B. Setting the TOTP to expire after each login session
- C. Encouraging users to synchronize their app across multiple devices
- D. Requiring users to install the authenticator app on their corporate computers

**Answer: A**

Explanation:

When using authenticator apps that generate TOTPs, it's critical to prepare for situations where a user might lose access to their device. Storing backup codes securely ensures that users can regain access without compromising security.

Option A is incorrect because installing authenticator apps on corporate computers could expose them to additional risks if these computers are compromised.

Option C is incorrect because synchronizing the app across multiple devices could increase the risk of unauthorized access if one of the devices is compromised.

Option D is incorrect because TOTPs naturally expire quickly (usually every 30 to 60 seconds) and do not need to be manually set to expire after each session, which could unnecessarily complicate the login process.

**NEW QUESTION # 526**

What is the correct protocol for handling a situation where a technician experiences a mild electrical shock while troubleshooting a laptop?

- A. Apply an anti-static wrist strap and continue working on the laptop
- B. Take a short break and then resume work if there are no visible injuries

- C. Document the incident, report it according to workplace safety procedures, and seek medical advice
- D. Continue working if the shock was minor to avoid work delays

**Answer: C**

Explanation:

Correct Answer. B. Document the incident, report it according to workplace safety procedures, and seek medical advice. Following any incident of electrical shock, it is critical to document the incident, report it according to the established safety procedures of the workplace, and seek medical advice, even if the shock appears mild, as some effects might be delayed or internal.

Option A is incorrect because ignoring the potential health impact of an electrical shock, regardless of its initial perceived severity, is unsafe.

Option C is incorrect because taking a break does not address the potential health implications of receiving an electrical shock.

Option D is incorrect as applying an anti-static wrist strap after receiving a shock does not mitigate the health risks associated with the electrical shock already experienced.

**NEW QUESTION # 527**

An IT administrator needs to map Dropbox as a network drive for multiple users in a corporate environment to streamline their workflow.

What is an essential consideration when setting this up?

- A. Making sure each user has individual Dropbox accounts
- B. Ensuring the network drive mapping persists across reboots
- C. Ensuring all users have unlimited internet bandwidth
- D. Setting up continuous data backup for the mapped drive

**Answer: B**

Explanation:

For network drive mappings, especially in a corporate environment where Dropbox is used as a network drive, it is crucial that the mapping persists across reboots to maintain consistent user experience and access continuity.

Option A is incorrect because unlimited bandwidth is beneficial but not essential for mapping Dropbox as a network drive.

Option B is incorrect because individual accounts may not be necessary if the organization uses a Dropbox Business account with team folders.

Option C is incorrect because continuous data backup is a good practice but not directly related to the mapping process.

**NEW QUESTION # 528**

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